
IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2007-B-01-00325

Project: Infrastructure

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Agency IT Overview

Agency IT Plan Contact Data

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Agency Technology Goals And Objectives

Program Goals and Objectives

The purpose of Information Technology Services is to provide customer services relating to technology and information management to DHS staff so they have the technology and information they need.

Program Performace Measures 2005-2007 (to date)

1 All Technology solutions to business problems approved by management will be completed at agreed upon timeframes and within budget.

FY2005: All large projects were completed on time and on budget

Benchmark established by ITD Policy and Planning Division

2 95% of our customers will rate all our customer service as good or excellent. (Semi-annual survey)

FY 2005 June 2005 - 94%

Benchmark established internally.

3 Employee turnover is no greater than 4%

FY2005: 3%

Benchmark established internally.

Program Statistical Data

- Management of application systems with an average of 72 new work requests per month. These systems include support for Child Support, Medicaid, Economic Assistance, Eligibility, Disability Services, Financial, and Administrative systems.

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- Desktop support completes an average of 1200 work requests per month.
- Data entry operators process an average of 53,000 paper claims per month.

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1. If applicable, describe the reason for any extraordinary increase or decrease in your infrastructure costs.

2. Total number of desktop computers: 1,650
Number of desktops for which you are requesting replacement funding: 660
Average replacement cost/desktop: 550

3. Total number of laptop computers: 200
Number of laptops for which you are requesting replacement funding: 82
Average replacement cost/laptop: 1,464

What state planning region are these desktop/laptop computers located?

Region 1 75 2 140 3 85 4 325 5 200 6 375 7 550 8 100

4. What percentage of these pcs are running the following operating systems:

(total should be equal to 100%)

Windows 98 0 %
Windows NT 5 %
Windows 2000 40 %
Windows XP 55 %
Other 0 %

5. What additional expenditures are being paid out of non-appropriated funds? 0

Please explain:

Agency Technology Activities

Agency IT Value Matrix

Department of Human Services Mission: To provide quality, efficient and effective human services, which improve the lives of people.

| Agency Goal | Objective | Area | Activity | IT Value Measurement Description | IT Value Measurement | IT Investment |
|---|--|---------------------|--|---|--|---------------|
| from the biennial plan -01 | | | | | | |
| provide a basic standard living for individuals d families who do not ve the current | Develop and maintain the technology infrastructure to assist with determining and | Economic Assistance | Eligibility determinations, benefit computation and payment of benefits for | IT Costs \$8,939,376 Appropriation \$165,551,359 | IT costs 5.4 cents for each benefit dollar paid. | |

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| | | | | | | |
|---|---|------------------|---|---|--|--|
| capacity to support themselves and assisting them to move from poverty to self-sufficiency. | providing basic financial support. | Child Support | recipients of TANF, Food Stamps, LIHEAP, Child Care programs. Varity of enforcement services managed within FACSES | IT Costs \$4,898,740 Child Support Collected \$182 million and \$30 million estimated in cost avoidance | IT costs of 2.3 cents for each dollar of child support collected or other program benefit avoided. | |
| promoting health through preventive services and specialized care and ensuring that eligible individuals can access necessary medical services. | Develop and maintain the technology infrastructure to assist in providing medical services. | Medical Services | Payment of medical claims to providers for services provides to Medicaid and SCHIP recipients. | IT Costs: \$5,516,762 Medical Services Paid for: \$563,438,882 | IT costs of 0.1% as a percentage of medical services paid. IT costs of \$1.10 to process a claim. | |

| | | | | | | |
|--|--|--|--|--|--|--|
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|--|--|--|--|--|--|--|

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| | | CURRENT APPROPRIATION | BUDGET REQUEST | OPTIONAL ADJUSTMENTS | REQUEST PLUS OPTIONALS | SUBSEQUENT BIENNIUM |
|----------------|---------------------------------------|--------------------------|-------------------|-------------------------|---------------------------|------------------------|
| IT5110 | SALARIES - PERMANENT | \$0 | \$2,576,300 | \$0 | \$2,576,300 | \$0 |
| IT5111 | ADDITIONAL SALARIES | \$2,557,160 | \$0 | \$0 | \$0 | \$0 |
| IT5130 | TEMP SALARIES | \$0 | \$221,472 | \$0 | \$221,472 | \$0 |
| IT5132 | ADDITIONAL TEMP SALARIES | \$137,793 | \$0 | \$0 | \$0 | \$0 |
| IT5160 | FRINGE BENEFITS | \$0 | \$893,728 | \$0 | \$893,728 | \$0 |
| IT5161 | ADDITIONAL FRINGE BENEFITS | \$869,576 | \$0 | \$0 | \$0 | \$0 |
| IT5310 | IT SOFTWARE AND SUPPLIES | \$316,736 | \$323,801 | \$0 | \$323,801 | \$323,801 |
| IT5510 | IT EQUIPMENT UNDER \$5000 | \$683,230 | \$1,197,917 | \$0 | \$1,197,917 | \$1,197,917 |
| IT6010 | IT DATA PROCESSING | \$23,444,776 | \$21,806,396 | \$0 | \$21,806,396 | \$21,806,396 |
| IT6020 | IT COMMUNICATIONS | \$2,037,310 | \$2,277,264 | \$4,509 | \$2,281,773 | \$2,277,264 |
| IT6030 | IT CONTRACT SERVICES & REPAIRS | \$2,553,500 | \$2,957,817 | \$0 | \$2,957,817 | \$2,957,817 |
| ITS101 | IT FTE COUNT | \$32 | \$0 | \$0 | \$0 | \$0 |
| ITS102 | VACANT FTE | \$0 | \$4 | \$0 | \$4 | \$4 |
| Total Budget: | | \$32,600,113 | \$32,254,699 | \$4,509 | \$32,259,208 | \$28,563,199 |
| 001 | STATE GENERAL FUND | \$14,968,504 | \$15,055,055 | \$3,345 | \$15,058,400 | \$12,342,933 |
| 360 | HUMAN SERVICES DEPARTMENT FUND 360 | \$1,587,398 | \$1,767,969 | \$0 | \$1,767,969 | \$1,764,257 |
| F100 | FOOD AND NUTRITION SERVICES | \$0 | \$31,779 | \$0 | \$31,779 | \$0 |
| F120 | TEMPORARY ASST FOR NEEDY FAMILIES | \$0 | \$50,579 | \$0 | \$50,579 | \$0 |
| F130 | CHILD SUPPORT | \$0 | \$153,955 | \$0 | \$153,955 | \$0 |
| F140 | CHILD CARE | \$0 | \$21,752 | \$0 | \$21,752 | \$0 |
| F150 | LOW INCOME HEATING & ENERGY ASST | \$0 | \$105,568 | \$0 | \$105,568 | \$0 |
| F200 | AGING SERVICES | \$0 | \$7,001 | \$0 | \$7,001 | \$0 |
| F300 | DISABILITY SERVICES | \$0 | \$135,869 | \$0 | \$135,869 | \$0 |
| F500 | CHILD WELFARE | \$0 | \$18,058 | \$0 | \$18,058 | \$0 |
| F600 | REFUGEE | \$0 | \$1,473 | \$0 | \$1,473 | \$0 |
| F700 | MEDICAID | \$0 | \$445,911 | \$0 | \$445,911 | \$0 |
| F800 | STATE CHILDRENS HEALTH INSUR PROG | \$0 | \$3,721 | \$0 | \$3,721 | \$0 |
| FED1 | IT FEDERAL FUNDS | \$16,044,179 | \$14,456,005 | \$1,164 | \$14,457,169 | \$14,456,005 |
| Total Funding: | | \$32,600,113 | \$32,254,699 | \$4,509 | \$32,259,208 | \$28,563,199 |

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Project: ITS-1 Medicaid Systems Project - Phase II

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Agency Priority - 1

Project Type: Application replacement

Age of Current Application: 28

Project description

This project represents the completion of the replacement of the Medicaid Management Information System (MMIS), the Pharmacy Point of Sale System (POS) and the Decision Support System (DSS). The MMIS represents a complex set of business functions that work together to ensure that payments for medical services are processed in a timely and accurate manner. The POS system receives online requests for pharmacy claims through clearinghouses that interact with individual pharmacies.

Briefly describe the business need or problem driving the proposed project.

After receiving authority from the 59th Legislative Assembly, the DHS released an RFP in June 2005 for the replacement of the MMIS, POS and DSS systems. The Department received one proposal for the MMIS system replacement, three for the POS system replacement and two for the DSS system. After completing contract negotiations with the lead vendors, the total cost of the project exceeded the Department's appropriated authority.

Describe how the project is consistent with the organizations mission.

It is the mission of the Department to provide quality, efficient and effective human services, which improve the lives of people. Based on the comparable costs for MMIS, POS and DSS system replacements in other states, the Department has determined that the most efficient option is to contract for a system that will be operated by the State at the completion of the project.

Describe the anticipated benefits of the project and who will derive the benefits.

Through the modernizing of the Medicaid systems the Department will provide increased access to web based services to both Medicaid providers and participants. These services will allow for online submission of claims and inquiry into claim payment status, thus improving the provider's ability to better manage their claims. The new system will also allow for increased flexibility and control of benefit and payment management for Medical Services personnel.

Describe the impact of not implementing the project.

The current MMIS is now more than 28 years old. It has been modified and enhanced numerous times, and operates in a batch process. The current software architecture is not flexible and is no longer capable of meeting the Departments business needs. Minor policy changes often involve prolonged and complicated "hard coding" that requires extensive resources, and often leads to additional problems because of all the patches that have previously been made to the system.

Identify any risks associated with implementing this project and explain how the risks will be mitigated.

The Department began the replacement process in the 2003-2005 biennium and provided the 59th Legislative Assembly with a proposal to retain state control over the system operations, i.e. a "turn key" operation of the new MMIS. The Legislature supported the Department and provided funding for the procurement. As stated above, the authority requested was not sufficient to complete the project.

Describe the additional costs?

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None

Enter any additional costs for the project that are not included in IT Object Codes used in the Project Cost Screen?

Additional Costs? - \$0

Optional Project Costs - \$0

Total Project Cost? - \$0

Tot Proj Costs + Optionals - \$0

What additional expenditures are being paid out of non-appropriated funds?

N/A

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|--------|--------------------------------|--------------------------|-------------------|-------------------------|---------------------------|------------------------|
| IT6010 | IT DATA PROCESSING | \$8,050,894 | \$0 | \$1,025,048 | \$1,025,048 | \$0 |
| IT6030 | IT CONTRACT SERVICES & REPAIRS | \$21,137,965 | \$0 | \$23,798,339 | \$23,798,339 | \$0 |
| | Total Budget: | \$29,188,859 | \$0 | \$24,823,387 | \$24,823,387 | \$0 |
| 001 | STATE GENERAL FUND | \$0 | \$0 | \$2,910,435 | \$2,910,435 | \$0 |
| 432 | PERMANENT OIL TAX TRUST FUND | \$3,667,820 | \$0 | \$0 | \$0 | \$0 |
| FED1 | IT FEDERAL FUNDS | \$25,521,039 | \$0 | \$21,912,952 | \$21,912,952 | \$0 |
| | Total Funding: | \$29,188,859 | \$0 | \$24,823,387 | \$24,823,387 | \$0 |

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Project: ITS-2 Client Information Sharing System

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Agency Priority - 2

Project Type: New initiative

Project description

The Client Information Sharing System (CISS) project will provide the base architecture needed to create a single client view across DHS services and programs. In the 2007-2009 biennium, DHS will implement a Master Client Index (MCI) and expose eligibility information through a “hub” infrastructure.

Briefly describe the business need or problem driving the proposed project.

Currently DHS is limited in its ability to share information regarding clients interactively amongst its service programs. Many of the interfaces are written as direct reads from one system to the next limiting the reuse of such information exchanges. Additionally, it is difficult to generate unduplicated counts of client interactions with various services. A key component of this project will be the creation of a single master client identifier (MCI).

Describe how the project is consistent with the organizations mission.

It is the mission of the Department to provide quality, efficient and effective human services, which improve the lives of people. In addition to the business need described above, this information sharing system will allow DHS to be better prepared for emerging e-Health initiatives by providing a secure mechanism to interact with clients and private sector providers regarding client health information.

Describe the anticipated benefits of the project and who will derive the benefits.

Initially the CISS will provide a single view of eligibility information. Currently, eligibility information is stored in four separate information systems. It is our intent to remove the need to understand how each of these systems is designed in order to request eligibility information. This service will first be deployed as a mechanism to share eligibility information with the new MMIS system, but this service will be usable by any system that would need such information.

Describe the impact of not implementing the project.

This project, although it is not tied directly to the work of the MMIS project, is integral to its implementation. Our eligibility information needs to be made available to any MMIS system deployment, and therefore the CISS must be created to allow for access to eligibility information. It is our strategic objective to create this interface to/from the MMIS using Service Oriented Architecture principles.

Identify any risks associated with implementing this project and explain how the risks will be mitigated.

In order to control risk and navigate design issues with the MMIS vendor, DHS is currently performing a CISS proof of concept (POC). This POC will form the basis for the full CISS implementation in 2007-2009. The MCI, which is integral to the CISS implementation, will be challenging from a policy prospective.

Describe the additional costs?

None

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Enter any additional costs for the project that are not included in IT Object Codes used in the Project Cost Screen?

Additional Costs? - \$0

Optional Project Costs - \$0

Total Project Cost? - \$0

Tot Proj Costs + Optionals - \$0

What additional expenditures are being paid out of non-appropriated funds?

N/A

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|--------|--------------------|--------------------------|-------------------|-------------------------|---------------------------|------------------------|
| IT6010 | IT DATA PROCESSING | \$0 | \$1,000,000 | \$0 | \$1,000,000 | \$0 |
| | Total Budget: | \$0 | \$1,000,000 | \$0 | \$1,000,000 | \$0 |
| 001 | STATE GENERAL FUND | \$0 | \$423,800 | \$0 | \$423,800 | \$0 |
| FED1 | IT FEDERAL FUNDS | \$0 | \$576,200 | \$0 | \$576,200 | \$0 |
| | Total Funding: | \$0 | \$1,000,000 | \$0 | \$1,000,000 | \$0 |

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Project: ITS-3 Child Welfare System Front End Redesign

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Agency Priority - 3

Project Type: Major enhancement/upgrade

Project description

The current Children and Family Service information system is made up of three disparate applications: 1) Child Abuse and Neglect (CA&N); 2) Comprehensive Child Welfare Information and Payment System (CCWIPS); and 3) Single Plan of Care (SPOC). This project would create a new “presentation layer” (i.e. front end) to these three underlying systems with limited modification being made to the respective database structures and business logic.

Briefly describe the business need or problem driving the proposed project.

Families have been consistently asking for a coherent case management process that is accessed and employed by all providers. The current trilogy of systems does not effectively support this wraparound process, i.e. a process that provides for comprehensive planning to assist families in addressing all major life areas. The lack of connection between these three systems has created problems with redundancy and disjointed workflow.

Describe how the project is consistent with the organizations mission.

It is the mission of the Department to provide quality, efficient and effective human services, which improve the lives of people. The outcome of this major system enhancement would be to make the system more usable and supportive of the individuals that are working directly with families.

Describe the anticipated benefits of the project and who will derive the benefits.

As stated above, ultimately it will be the families that are participants in the Children and Family Services programs will benefit.

Describe the impact of not implementing the project.

If this project is not implemented the county workers will continue to have to manage treatment plans across multiple systems.

Identify any risks associated with implementing this project and explain how the risks will be mitigated.

Because the primary focus of this enhancement is to improve workflow and provide a more intuitive interface to the underlying child welfare data systems, it is essential that the redesign include extensive end user involvement. The Children and Family Services Division has organized an end user project advisory team that will be key in identifying current barriers and improved process design.

Describe the additional costs?

None

Enter any additional costs for the project that are not included in IT Object Codes used in the Project Cost Screen?

Additional Costs? - \$0

Optional Project Costs - \$0

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Total Project Cost? - \$0

Tot Proj Costs + Optionals - \$0

What additional expenditures are being paid out of non-appropriated funds?

N/A

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|--------|--------------------|--------------------------|-------------------|-------------------------|---------------------------|------------------------|
| IT6010 | IT DATA PROCESSING | \$0 | \$400,000 | \$0 | \$400,000 | \$0 |
| | Total Budget: | \$0 | \$400,000 | \$0 | \$400,000 | \$0 |
| 001 | STATE GENERAL FUND | \$0 | \$196,000 | \$0 | \$196,000 | \$0 |
| FED1 | IT FEDERAL FUNDS | \$0 | \$204,000 | \$0 | \$204,000 | \$0 |
| | Total Funding: | \$0 | \$400,000 | \$0 | \$400,000 | \$0 |